

CLAIMS

1. A method of generating a SMS or MMS text message for receipt by a wireless information device, comprising the steps of:

- 5 (a) receiving a voice message at a server;
 (b) converting the voice message to an audio file format;
 (c) sending or streaming the audio file over a wide area network to a voice to text transcription system comprising a network of computers;

wherein the method is characterised by the steps of:

- 10 (i) one of the networked computers playing back the voice message to an operator;
 (ii) the operator intelligently transcribing the original voice message into the computer to generate a transcribed text message;
 (iii) the operator causing the transcribed text message to be sent to the
15 wireless information device from the computer as a SMS or MMS message.

2. The method of Claim 1 in which the transcribed text message has added to it the time and date that the voice message was originally received at the server.

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3. The method of Claim 1 or 2 in which the voice message is originated at a mobile telephone or at a landline telephone.

4. The method of any preceding Claim in which the transcribed text message has
25 added to it the caller name and/or number (MSISDN).

5. The method of Claim 4 in which the transcribed text message is displayed on the device as though it was sent directly from an originator of the voice message.

30 6. The method of any preceding Claim in which the computer does not display to the operator the telephone number associated with the wireless information device.

7. The method of any preceding Claim in which the computer displays to the operator an option to re-route the audio file to a different computer with an operator that is more suited to transcribing the voice message because of linguistic, dialect, or cultural reasons.

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8. The method of any preceding Claim in which the computer provides the operator with a searchable list of specialised terms that are relevant to cultural sayings, regular events, sporting events, media events, other kinds of newsworthy events to assist the operator in accurately transcribing those specialised terms.

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9. The method of any preceding Claim in which the operator represents the mood of the caller leaving the voice message in the transcribed text message using either a written description or an emoticon.

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10. The method of any preceding Claim in which the operator succinctly summarises the voice message.

11. The method of any preceding Claim in which the operator summarises the voice message to fit it the 160 character SMS limit or subsequent concatenated text messages.

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12. The method of any preceding claim in which the operator omits from the transcribed text message any hesitations, artefacts, or unnecessary repetitions present in the voice message.

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14. The method of any preceding Claim in which the text message is sent to the wireless information device in a format previously specified as appropriate by the user of the device.

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13. The method of any preceding Claim in which the originator of the voice message speaks the name of the intended recipient and the operator or a speech recognition system is able to extract the relevant telephone number of the wireless information device, email address or other address by looking up that name in a web-based address book associated with the originator.

14. The method of any preceding Claim comprising the further step of parsing the transcribed text message and using the parsed data in an application running on the wireless information device.

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15. The method of Claim 14 in which parsing and using the parsed data involves one or more of the following:

- (a) extracting the phone number spoken allowing it to be used (to make a call), saved, edited or added to a phone book;
- 10 (b) extracting an email address and allowing it to be used, saved, edited or added to an address book;
- (c) extracting a physical address and allowing it to be used, saved, edited or added to an address book;
- (d) extracting a web address (hyperlink) and allow it to be used, edited, saved or added
15 to an address book or browser favourites;
- (e) extracting a time for a meeting and allow it to be used, saved, edited and added to an agenda as an entry;
- (f) extracting a number and saving it to one of the device applications;
- (g) extracting a real noun and providing options to search for it or, look it up on the
20 web (WAP or full browser).

16. The method in which, for devices that support less than a certain amount of text, there is an initial look up of the text limitations in a database and then an automatic suggestion of appropriate maximum recording time.

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17. A text message which has been transcribed from a voicemail and is provided to a wireless information device using the method of any preceding Claim 1 – 15.

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